Position Description – Final

PD #:   Replaces PD #:
Shred:

IT Specialist (CUSTSPT/INET)
GS-2210-11

Installation: Major Command:
                                                          Region:

Citation 1: OPM, JFPCS Administrative Work in the Information Technology Group, GS-2200, dtd. May 2001 (Series Coverage, GS-2210)

Classified By:
Classified Date:

FLSA:	Drug Test Required:	CIPMS PD:
Career Program:	Financial Disclosure Required:	Acquisition Position:
Functional Code:	Requires Access to Firearms:	Interdisciplinary:
Competitive Area:	Position Sensitivity:	Target Grade/FPL:
Competitive Level:	Emergency Essential:	Career Ladder PD:

MAJOR DUTIES

Summary: Serves as an Information Technology (IT) Specialist in the Information Management (IM) organization of a U.S. Army Corps of Engineers (USACE) District. Provides complex Customer Support services including the installation, configuration, troubleshooting, customer assistance, and training to support District requirements. Additionally serves as a Internet Specialist responsible for work pertinent to the technical planning, design, development, testing, implementation, and management of Internet, Intranet and Extranet activities, as well as technical management of web sites. Within these two specialty areas, participates in accomplishing technical, analytical and advisory functions pertinent to the development of local policies, plans, and processes and ensuring that work accomplished is in compliance with higher authority policies and guidelines. Ensures the rigorous application of information security/information assurance policies, principles, and practices in the accomplishment of work in both specialties. Performs the following:

1.   Serves as a specialist and advisor to provide customer support services for District
IT equipment, software, systems, interfaces and networks. Provides assistance and guidance to District users in both business and technical areas; reviews applications to assure compliance with regulations; and orients and trains users in proper access and usage procedures.

-    Analyzes and diagnoses difficult & complex hardware, software, networks, and systems problems reported by IT users in District organizations pertinent to a wide variety of District software applications, operating systems and IT equipment. Troubleshoots, investigates and analyzes actual or potential complex problems in system software, applications software interfacing, and/or IT equipment to isolate causes of malfunctions. Evaluates reported problems, develops modifications and procedures to resolve the problems, and initiate corrective action. Develops and recommends standard problem resolution methodologies and procedures for use in problem resolution databases. Serves as a problem solver and advisor to contract personnel for various microcomputer operations support. Investigates frequent and significant transmission/communications software problems and coordinates solutions with

local and host-site personnel. Establishes network access protocols to provide District users with local or remote access capabilities.

- Coordinates with District IT customers and specialists to identify IT improvements and ways to provide greater effectiveness and economy of services. Develops plans for installing, configuring, troubleshooting and maintaining District user IT equipment and software. Reviews installed systems and diagnoses problems encountered in the use of the systems. Resolves problems and conflicts with vendors/manufacturers when procured items do not meet with prescribed specifications. Evaluates alternative approaches to problem resolutions; modifies and adapts precedent solutions to accommodate unique requirements to solve a variety of computer program problems and makes changes to previous approaches to similar problems and situations in order to make a better program/programs interrelationship. Recommends courses of action on such matters as whether it would be cost effective to modify a system.

- Provides training to system users on new or changed operating systems, hardware, software, and the application of information assurance and security policies and guidelines. Provides individual counseling and plans, implements and conducts formal classroom training sessions. Makes presentations at District meetings and conferences concerning new IT support procedures, equipment, methods and approaches. Establishes the technical procedures to be followed in resolution of recurring system and/or component problems. Provides guidance and assistance with problems in the use of assigned systems. Interprets and explains system/network regulations, policies and directives and establishes local procedures, policies, guidelines and training plans for District automation users. Issues technical information and bulletins via the Intranet concerning IT user problems and resolutions.

- Accomplishes a variety of administrative IT management processes related to District IT equipment loan program to ensure that all District office and field offices have access to state-of-the-art equipment. Accomplishes broad-based studies to determine current and future use of IT equipment, methods of upgrading outdated equipment, and needs for new equipment and plans and coordinates the acquisition of new equipment. Exercises property accountability for IT equipment and the tracking of documentation and location. Develops and maintains databases to track the assignment, utilization and movement of IT equipment.

2. Plans, designs, develops, tests, implements Internet, Intranet, and Extranet activities including systems/applications development and technical management of web sites. Studies and recommends technical design and structure of Internet services. Monitors functionality, security, and integrity of Internet services; troubleshoots & resolves technical problems with design and delivery of Internet services; collects and analyzes Internet service usage and performance statistics; evaluates new Internet services and technologies; and provides technical advice to Internet content providers.

- Plans, coordinates and accomplishes studies to identify and determine District Internet administrative and technical requirements and specifications, equipment and facilities necessary to develop, modify, and implement Internet services, sites, etc. Designs, develops, implements, monitors, and maintains Internet activities/services to support District customer needs. Coordinates studies and plans with District users as well as administrative and technical personnel at all levels. Identifies strategies to accommodate customer needs, prepares drafts for review by the using organization (s), and incorporates their review comments and concerns. Prepares study summaries for comparison of alternatives pertinent to the economic justification of costs, time, and equipment usage, and generates queries and reports. Makes recommendations concerning project ramifications and to offset adverse impacts. Prepares work plans, program logic, special instructions, and detailed flow charts covering processes covered and Internet needs. Monitor program development and tests and debugs programs upon completion.

-. Designs and develops dynamic and static web interfaces using HTML, Visual Basic, JAVA, JavaScript, and VB Script. Internet/Intranet programming support includes, but is not limited to, Perl, C++, XML. Troubleshoots and resolves technical problems with the design and delivery of Internet services, and evaluates new Internet services and technologies. Participates with other staff members in fine tuning data structures to support information and decision systems. Tests, evaluates, and implements new web-based applications.

- Administers Intranet and Internet web servers ensuring functionality, installing software updates and maintaining server logs. Provides server access to page masters by maintaining user accounts and file permissions. Takes measurements of Internet and Intranet activity and technical testing of web servers and capabilities. Ensures security standards are met. Monitors system performance and provides network analysis. Responds to, prevents, and reports attacks on the system and applies security patches as necessary. Anticipates problem areas, researches trends in system needs, and determines when new or additional hardware/software is required. Ensures timely customer service and support in order to minimize downtime.

- Consults one-on-one with Internet and Intranet customers and senior managers to evaluate user requirements and advises on design capabilities and maintenance responsibilities. Studies customer requirements, translating them into web design steps, web page formats, and file and directory structures. Determines how web pages should be organized and the procedures to organize and obtain required information. Works with other IM areas for web page graphical design.

Performs other duties as assigned

Factor 1 – Knowledge required by the position   FL 1-7   1,250 pts.

- Knowledge of IT standards, principles, concepts, methods, policies, and approaches for IT as well as the full variety of District applications, operating systems and components, protocols, and the IT equipment and software in order to study user problems and identify/develop and implement the best methods , procedures and processes to resolve such problems, reduce and minimize disruptions in critical user business activities and to provide the most effective support for District users. Knowledge of customer support concepts, methods and provisions; state-of-the-art IT equipment and software and approaches to networking and interfaces as well as the District's existing IT infrastructure to determine their applicability and susceptibility for use in the district to resolve recurring user problems.

- Knowledge of and skill in applying current programming/scripting languages, Internet technologies and protocols in order to analyze the Internet potential of systems, networks and data.   Knowledge of, and skill in applications system design and Application Programming Interfaces (API) for web-based interfacing. Knowledge of standardized administrative practices and procedures to work with senior staff during data gathering phases of assignments. Knowledge of standard Internet protocols (Transmission Control Protocol/Internet Protocol - TCP/IP); Security Sockets Layer (SSL) and encryption; NT systems and a wide range of computer techniques, requirements, methods, and procedures including familiarity with the approaches of the District, other districts within USACE, other Government agencies, and the private sector. Such knowledge is necessary to better analyze, evaluate, and make recommendations on the District's web server environment.

- Knowledge of District IT resources and infrastructure (including automated systems, equipment and software) and new and emerging IT and/or industry trends. Applies this knowledge to study & resolve District IT user problems; create Internet applications that enhance user-developed content & meet business and technical requirements; provide Internet services that optimize customer experience; and to create web pages. Knowledge of the organizational structures, functions, work processes/programs of

the District, as well as a high degree of analytical ability to gather, assemble and analyze facts, draw conclusions and devise solutions to problems which will increase the effectiveness of the District business process. Knowledge of and experience in the use of oral and written communication methods and techniques to accomplish continuing coordination with District customers and conduct/participate in District IT training.

Factor 2 – Supervisory Controls   **FL 2-4   450 pts.**

Works under general supervision. Supervisor assigns overall responsibilities, outlines objectives to be achieved, and the resources available for use. Assignments may come directly from the user/customer or from the supervisor and the incumbent has independent responsibility for District Internet and Customer assistance/support assignments. Consults with the supervisor on timeframes, scopes of assignments, stages in the study or problem resolution process and possible approaches on controversial or problematic situations. Independently applies and interprets guidelines and regulations and plans, designs and organizes projects associated with assignments. Coordination is continuing (users and other impacted IM Specialists). Independently plans and carries out the necessary coordination including that involving lower level IM Specialists and contract employed persons. Independently provides advice and guidance within the District and resolves problem matters. Completed work is typically accepted without technical change but is reviewed for effectiveness in meeting user requirements, conformance with policy, accomplishment within acceptable timeframes, and customer satisfaction.

Factor 3 – Guidelines   **FL 3-3 275 pts.**

Guidelines include agency regulations, manuals and policies which provide overall goals and define limitations and overall objectives; USACE regulations, policies and procedures concerning Internet, Intranet and Extranet requirements/activities and customer support for all automated systems, net works, IT equipment and software associated with the District IT program; District regulations and guidelines; and a variety of manufacturers' manuals and handbooks pertaining to the wide range of IT equipment and software in use in the District. Must use judgement in selecting the proper guide to apply to assignments and interpreting such guidelines as necessary to fit differing conditions. Uses precedent approaches making adaptations to compensate for differing problems or issues. Applies judgement to anticipate problems, research trends in state-of-the-art technology, and develop special adaptations to satisfy requirements.

Factor 4 – Complexity   **FL 4-4   225 pts.**

Customer Support work involves difficult and complex problem resolution studies requiring the analysis and evaluation of a variety of complex factors involved with District reported user problems connected with any of the District IT networks, systems, databases, and associated IT equipment and software. Work involves many recurring and non-recurring problems with any of the IT equipment, software, systems, interfaces, and networks (software applications malfunctions, software interfacing problems, problems with network access protocols, integration or configuration related issues, etc.) requiring the use of many different different an unrelated processes and methods. Assignments include a variety of associated IT requirements such as training of District customers with varied IT knowledge and skill; communication of problems and methods for correction to the District user community; and contributing to the development and management of the District problem resolution database. Applies judgement in identifying and analyzing problem causes, developing the approach to be used in problem resolution, coordinating with other IT Specialists, correcting problem matters and issues, and developing the processes to prevent recurrence.

Internet Assignments involve a variety of system studies requiring in-depth analysis of complex factors dealing with Internet, Intranet, and Extranet usage, needs and enhancements involving many different and unrelated processes and methods. Serves as a District advisor concerning Internet needs and problem resolution. Work is complex due to continuing changes in District business requirements and the rapidly changing IT environment, and Internet technology. The incumbent must keep updated on changing technology, continuously evaluate changing future organizational information needs, and exercise judgement to identify, evaluate, recommend the use of, and apply the most effective Internet technologies, strategies, methods and techniques for District use. Exercises judgement to schedule reconfiguring and upgrading Internet Protocol servers, creating evaluate changing District usage patterns and related server capacities. Provides advice and guidance to District users concerning Internet usage, modification, enhancement, security, and maintenance.

Factor 5 – Scope and Effect   **FL 5-4 225 pts.**

Customer Support work involves providing advisory services within the district concerning customer support and District IT user situations, and problems; planning, coordinating, and conducting in-depth studies and analysis of District IT user problems trends and needs; and developing strategies and plans to satisfy those needs. Resolves problems, leading to the implementation of revised or modified procedures, new or modified IT equipment, changed system interfacing procedures and techniques and new or modified District IT training programs. This work enables District users to apply IT to accomplish their technical and administrative business processes. Internet work involves serving as an advisor within the District concerning Internet needs, plans, situations and problems. The work involves troubleshooting, developing and refining services (e.g., web sites, list servers, equipment and software application) and consulting with program specialists in developing new services and/or enhancing existing services that expand current information dissemination capabilities. Work also involves planning, coordinating, and conducting/directing in-depth studies of District Internet needs, services/activities, and developing strategies and plans to satisfy those needs.

Factor 6 - Personal Contacts

                                                                FLs 6-2 & 7-b 75 pts.

Factor 7 – Purpose of Contacts

Contacts are with IM Specialists within the District, contractor management and specialist personnel, IT users within the District in any of the District organizational elements in structured as well as unstructured settings. Contacts are occasionally with information managers and specialists at the Division headquarters level in moderately structured settings.

Contacts are to exchange information, determine District Customer Support & Internet requirements, coordinate study work processes and problem resolution matters, plan study processes, and provide progress reports. Contacts and coordination is carried out in a cooperative environment and include efforts to influence others to utilize methods and procedures developed or sell them on the use of planned problem resolution or Internet application action; or resolve inequities and incompatible situations. Contacts with Division HQ personnel are to coordinate common IT problems, the use of standard problem resolution methods, coordinate Internet modifications and enhancements, coordinate IT plans, coordinate security matters and issues and obtain and provide information concerning the broad-based IT situations that arise.

Factor 8 – Physical Demands   **FL 8-1 5 pts**.

Work is sedentary in nature

Factor 9 – Work Environment   **FL 9-1 5 pts.**

Work is performed in a typical office setting.

Total points – 2510 pts. (2,355-2,750 GS-11 point range)